

# The Missouri Public Service Commission

*Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century*

## CHANGING UTILITY SERVICE WHEN MOVING

*When you move, notify all of the utility companies that provide you service as soon as possible. This will ensure service to your new residence will not be disrupted. Following these tips might prevent you from getting a bill for service that you did not use.*



### **What To Do If You Are Moving Or Changing Service**

- Call your electric, natural gas, sewer, water, local and long distance telephone companies and request termination of your service at a specific location on a specific date. Keep a record of the date, time and person(s) you talked to at the company. While it is not required, you may want to contact the company several weeks before you move.
- Call the electric, natural gas, water and sewer companies and request a final reading of your meter(s) to make sure your final bill(s) is based on an actual, not estimated, meter reading. You should provide the utility company your forwarding address.
- Schedule a time to allow the utility representative to obtain the final or actual usage reading from your meter(s) that are inside or outside of your home or business. It is the customer's responsibility to provide access to the meter(s) for a final reading.
- Before you move, contact the companies that provide service for that location and make sure a final meter reading was taken for the previous occupant. Deposits, plus interest, are generally applied to the final bill so any credit balance remaining is refunded to the consumer.
- Contact your local and long distance telephone companies and set up your accounts and calling plans for your new location. Remember, there may be fees for setting up new lines.
- If you switch long distance companies or calling plans, contact the new company to verify that the change is in effect. If you have several phone lines in your home or business, confirm that the switch has been made on all lines.

### **If A Bill Is In Your Name, It's Your Responsibility**

- Do not rely on others to take utility service out of your name. You will be responsible for an account that has not been closed. Don't forget to contact **all** utility companies that provide you service.

### **For more information**



Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at 1-800-392-4211 or visit our website at [www.psc.mo.gov](http://www.psc.mo.gov)